

Error Messages

This chapter lists the error messages you might receive when using InteGRiD. All error messages are displayed with a number preceding the text of the message, except those errors that can occur during InteGRiD start-up, which are listed first. Use the error number to locate the message in this chapter. All messages are listed in numerically ascending order.

The listing of error messages includes a brief explanation of each message and advice on how to recover from the error.

If the recovery procedure fails, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

CAUTION: Back up your files *often*, as described in the System Basics chapter. The real danger in any system problem is losing data. The best way to protect against that is to back up your files often.

Incorrect GRiD.Exe or no InteGRiD ROM found **Press any key to exit**

What happened: The Grid.Exe file is incompatible with the InteGRiD ROM, or you have no InteGRiD ROM and one is expected.

What to do: You must use compatible versions of Grid.Exe and the InteGRiD ROM. If you have no InteGRiD ROM, then you should execute the file Gridram.Exe to start InteGRiD, instead of Grid.Exe.

Unable to access x:\Programs\filename **numbered error message** **Press any key to exit**

What happened: One of the files (*filename*) required for InteGRiD start-up was damaged or could not be found in the "Programs" directory of the current device, x:.

What to do: Press any key to exit back to the MS-DOS prompt. Ensure that you have the files required for start-up in the "Programs" directory of the current device. These files are listed in Table 1-1 in the System Basics chapter. If the file named in the error message is available, then it may be damaged. Recopy the file from your backup diskette and try again.

Unable to start InteGRiD due to insufficient memory
Press any key to exit

What happened: There is not enough main memory (RAM) available to start InteGRiD.

What to do: Press any key to exit back to the MS-DOS prompt. You may have tried to start InteGRiD a second time; type EXIT at the MS-DOS command line to make sure that InteGRiD isn't already loaded. You could also get this message if you allocated a large portion of RAM to the MS-DOS RAMDRIVE device. If this is the case, then reduce the size of the RAMDRIVE.

Using system defaults (User Pro) from ROM
Changes to User Pro will not be saved
To save changes, copy User Pro in ROM to non-ROM start-up device and restart InteGRiD

What happened: You started InteGRiD from ROM and InteGRiD read a "generic" User.Pro from the ROM. This message simply warns you that the system is using "generic" options and any system configuration changes you make will not be saved, since ROM data cannot be changed. System configuration changes include altering items in the GRiDManager Options form, selecting a start-up file, saving a window configuration, and defining any user keys.

What to do: If you want to change any of the system configuration items and save it permanently, you must copy the User.Pro file from the ROM device to a non-ROM start-up device (floppy or hard disk). After you copy the User.Pro file, exit and restart InteGRiD from the device where the new User.Pro is stored, and make your system configuration changes. For example, if you copied the User.Pro from ROM to a hard disk designated as C:, ensure that drive C: is the current drive. Restart InteGRiD by typing **a:grid**. Note that you must precede the **grid** command with the drive letter where the ROMs are appended (the default is A:), if it is not the current device. (You can use the MS-DOS MODE command to append ROMs to the current device before starting InteGRiD, placing the MODE command in an AUTOEXEC.BAT file, which executes automatically at MS-DOS start-up.)

**You do not have a valid User.Pro file
Select the Install program to update it**

- What happened:** Your User.Pro file is not valid for use under InteGRiD.
- What to do:** Select the Install program from the "Programs" subject. The Install program updates your User file for use under InteGRiD. See the System Basics chapter for more information about the User file.

2: Local or server memory (RAM) is full

- What happened:** You have run out of Random Access Memory (RAM). If working within an application, you may also be prompted to save your file or cancel it.
- You may receive this message when trying to access a file or as you work with a file and issue a command. For example, you may receive this message when, while working with a large text file in GRiDWrite, you press Code-T and select the Format item. The Format item requires approximately 13K additional bytes of main memory (RAM).
- You can also receive this message when accessing files on an external file server device such as GRiD Server. In this case, the situation is usually temporary and you should try accessing the desired file again after a short interval.
- What to do:** Try any of the following procedures that might apply:
- ☐ If prompted to save or cancel the file, (1) Press Fn-Return if you want to save your file exactly as it was when the message appeared or (2) press Code-Esc (the Cancel command); any changes you have made since last saving it are not retained. Retrieve the file again. If successful, split the file into two or more smaller files using the Write to a File item of the Transfer command. Then, work with the smaller units.
 - ☐ Certain applications and InteGRiD facilities, even when you are not using them, take up space in main memory (RAM). You might consider removing those facilities you are not currently using. Here are some possibilities:

- Sign off GRiD Server.
- Cancel GRiDAccess or GRiDRecord
- Disable the printer and plotter by setting the Current Printer and Current Plotter items in the GRiDManager Options form to None.
- Set the Current Typeface item to Built-In in both the GRiDManager Options form and the options form of the application you're working with.
- Cancel the Startup file specified in GRiDManager.

After taking one or more of the actions described above, exit and then restart InteGRiD.

11: Invalid memory block

- What happened: Internal data structures used by InteGRiD are invalid.
- What to do: Save the current file and restart the system.

12: Version Incompatibility

- What happened: The software you are attempting to use, for example, GRiDWrite, is not compatible with the system software installed on your computer.
- What to do: Ensure that you have all the most recent copies of application programs and system software and that all of your software is the same version number.

27: Password doesn't match—supply correct password

- What happened: (1) You failed to specify in the File form a password when one was required (2) you specified a password when none was required (3) you either specified the wrong password or misspelled it.
- What to do: Fill in the Password item on the File form correctly. If no password is required, move the outline to the Password item, depress and hold Backspace until the blinking cursor appears, and try retrieving the file again.

29: Checksum Error

- What happened: The file you tried to access has been damaged.
- What to do: Duplicate a copy of the file from a backup file.

30: File locked—use GRiDManager

What happened: The file you tried to save, erase, or move has been locked with the Assign File Protection command in GRiDManager.

What to do: To save, erase, or move the file, you must unlock the file with the Assign File Protection command.

31: Bad pointer

What happened: Internal data structures in InteGRiD have been invalidated.

What to do: Save the current file and restart the system.

32: File already exists

What happened: You gave a file a name (usually a title) that already belongs to another file. Each subject on a particular device must have a unique name, and each file within a particular subject must also have a unique name.

What to do: Give the file a different name (usually a new title).
NOTE: Changing the file's subject, title, kind, or device constitutes a different name.

33: File is not available

What happened: A file needed by a command that you requested or by an application is missing from any of the attached devices.

What to do: Make sure you have specified the correct device, subject, title, and kind or ensure that the diskette containing the desired file is inserted in the drive.

34: Application is not available

What happened: An application program needed by a command or by a system function that you requested is missing from the "Programs" subject. For example, you confirmed a File form with Kind set to Dbs and GFile isn't in "Programs."

What to do: See Table 1-2 in the "System Basics" chapter and Appendix B for a list of commonly used Kinds and the applications they require.

35: Request not supported

- What happened:** The device does not support the command request (e.g., you cannot read from the printer).
- What to do:** Make a different request or reissue the command to a different device. If you are writing a program, you have probably issued an invalid request to a device driver.

36: 8087 Emulator file does not exist

- What happened:** A command or system function attempted to perform an operation requiring the 8087 co-processor or the 8087 emulator file and could find neither.
- IMPORTANT:** Most GRiD applications require that either the 8087 co-processor or the 8087 emulator file be available. If neither is available, this error message is displayed while you are booting the system. The booting sequence can continue successfully but, subsequently, symptoms resembling hardware failures may be encountered when trying to run GRiD software.
- What to do:** Obtain a copy of the file named "Emulator" with a kind of "Shr" and put it under the "Programs" subject on the device that you use to start-up (boot) the system. Then, reboot the system.

37: Incorrect Current Serial in GRiDManager Options

- What happened:** A command or system function attempted to perform an operation requiring a modem or a serial device and the "Current serial" setting in the GRiDManager Options form was set to "None" or the diskette containing the required serial file (GCase.Ser) was not inserted when requested by the system.
- What to do:** Insert the diskette containing the required serial file and retry the operation, or execute the GRiDManager program and set the "Current serial" item to the correct setting.

38: File access denied

- What happened:** A command tried to write to a file that was opened for reading only, or to read from a file that was opened for writing only.
- What to do:** Make sure you are making a proper request to the file you have opened.

39: Incorrect Current Modem in GRiDManager Options

What happened: A command or system function attempted to perform an operation requiring a modem and the "Current modem" setting in the GRiDManager Options form was set to "None" or the diskette containing the required modem file (GCase.Mdm or Hayes.Mdm) was not inserted when requested by the system.

What to do: Insert the diskette containing the required modem file and retry the operation, or execute the GRiDManager program and set the "Current modem" item to the correct setting.

40: File or device can't be shared

What happened: (1) You attempted to move, write, or duplicate a file to itself (2) more than one application or program attempted to write to the same file or device (such as Modem or a file on a server) at the same time.

What to do: Do one of the following:

- ☐ Check that you have specified the correct device, subject and title in the File form(s) for the operation you are performing.
- ☐ Try the last operation again.

41: Insufficient storage space for this file.

What happened: The indicated device does not have enough room to store the file you just tried to save or write. You can still read data from the device and you may be able to store a smaller file on the device. If the indicated device is a server device, you may be exceeding the space allocated to you.

What to do: If you must write to the device, you must first free some space on it by erasing some data or moving some data to another device. Erasing or moving whole files is easiest. You could also put a different (formatted) diskette in the drive and save the current file on it. If it is a server device, ask your server administrator to allocate more space for you.

NOTE: Data may be missing in the file you attempted to save on the indicated device when the error occurred.

49: Cannot run ROM program from non-ROM device

What happened: You tried to run a program from disk that was copied from an executable ROM, and the ROM was not found.

What to do: Executable ROM files cannot be run from a disk device. You must use the original ROM to run the program, or else obtain a diskette version of the program.

102: Storage device error—invalid sector

What happened: A command tried to read from or write to a nonexistent sector on a disk.

What to do: Try the last operation again; if the error persists, your disk may be damaged. Copy all information to another disk.

103: Storage device error—CRC error

What happened: The computer detected a Cyclic Redundancy Check error in the data coming from a diskette. The error can be caused by a faulty diskette or when the drive itself malfunctions.

What to do: Take one or all of the following actions:

- ☐ Try to read or write the data again.
- ☐ If the file is on a diskette, remove it from the drive, recenter it within the envelope, and try again.
- ☐ If the error persists, indicating a hardware malfunction, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

104: Storage device error—record not found

What happened: The operating system cannot find the specified record or file on the given disk or diskette, after trying to find it ten times before giving up.

What to do: Take the corrective action recommended for error message 103.

105: Storage device error—CRC error in ID field

What happened: The computer found a Cyclic Redundancy Check error in the file's ID header.

What to do: Take the corrective action recommended for error message 103.

106: Device write-protected

What happened: A command tried to write to a 5 ¼ " diskette whose write-protect notch was covered with an adhesive tab to prevent accidental overwriting, or to a 3 ½ " diskette whose write-protect tab has been slid forward to uncover the write-protect notch.

What to do: If you're absolutely certain that you want to write to the diskette, you should follow these steps:

To Correct a Write-Protect Error

1. Remove the diskette from the drive (avoid this practice while the red light is on, unless the drive is spinning without reading or writing).
2. Remove the tab, exposing the write-protect notch (on a 5 ¼ " diskette) or slide the write-protect tab towards the rear to cover the write-protect slot (on a 3 ½ " diskette).
3. Reinsert the diskette into the drive.
4. Repeat the command that failed before.

NOTE: You may want to write-protect the diskette again after you finish.

107: Device not ready

What happened: A command attempted to reference a device that is not ready to communicate.

What to do: The next action depends on which device was referenced, as described below.

- ☐ Make sure the power switch on the device is "on."
- ☐ If a hard disk device is referenced, the device may not be up to speed. Use the Update Storage Device Choices command from GRiDManager to add the device. Then, reissue the command.

- ☐ If a diskette device is referenced, the door may be open or there may be no diskette in the drive. Ensure that there is a diskette inserted in the drive, close the door and reissue the command.
- ☐ The device referenced may not exist. Specify the correct device and reissue the command.

108: Unknown disk error

- What happened:** InteGRiD has detected a disk error that it cannot analyze.
- What to do:** Try the last operation again; if the error persists, your disk may be damaged. Copy all information to a new disk.

109: Storage device error—ECC error in data

- What happened:** The Error Correction Control circuitry in the disk drive detected an error in the data coming from a diskette. The error can occur because of a faulty diskette or when the drive itself malfunctions.
- What to do:** Take one or all of the following actions:
- ☐ Try again to read or write the data.
 - ☐ If the file is on a diskette, remove it from the drive, recenter it within the envelope, and try again.
 - ☐ If the error persists, indicating a hardware malfunction, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

110: Storage device error—ECC error in ID field

- What happened:** The Error Correction Control circuitry in the disk drive found an error in the file's ID header.
- What to do:** Follow the recovery procedures recommended for error 109.

111: Storage device error—no index pulse

- What happened:** The hard disk could not detect the index timing signal that indicates the disk is spinning.

What to do: Turn the disk drive off and then back on. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

112: Storage device error—seek not complete

What happened: The hard disk could not find the required cylinder for a read or write operation.

What to do: Retry the command or operation. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

113: Storage device error—write fault

What happened: The hard disk drive could not successfully perform a write operation.

What to do: Retry the write operation. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

114: Storage device error—track zero not found

What happened: The hard disk drive could not locate track zero, the reference track used for all subsequent head positioning operations.

What to do: Turn the disk drive off and then back on. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

115: Storage device error—no address mark found

What happened: The hard disk drive could not find the address mark which specifies the beginning of a sector.

What to do: Retry the operation that caused the error. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

What to do: Turn the disk drive off and then back on. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

112: Storage device error—seek not complete

What happened: The hard disk could not find the required cylinder for a read or write operation.

What to do: Retry the command or operation. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

113: Storage device error—write fault

What happened: The hard disk drive could not successfully perform a write operation.

What to do: Retry the write operation. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

114: Storage device error—track zero not found

What happened: The hard disk drive could not locate track zero, the reference track used for all subsequent head positioning operations.

What to do: Turn the disk drive off and then back on. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

115: Storage device error—no address mark found

What happened: The hard disk drive could not find the address mark which specifies the beginning of a sector.

What to do: Retry the operation that caused the error. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

116: Storage device error—seek error

- What happened:** The hard disk drive could not find the required cylinder when attempting a read or write operation.
- What to do:** Retry the operation that caused the error. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

117: Storage device error—format error

- What happened:** A nonrecoverable error was encountered while using Initialize Media to initialize the hard disk for GRiD format files.
- What to do:** Restart the Initialize Media program. If the error repeats, contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

121: New disk cartridge may have been inserted

- What happened:** When using the GRiD 2127 mass storage device, you changed disk cartridges.
- What to do:** This message simply alerts you that disk cartridges were changed. If you didn't mean to change cartridges, then replace the original cartridge in the drive.

128: Diskette drive not ready

- What happened:** A command attempted to reference a diskette drive that is not ready to communicate.
- What to do:** There are several possible causes for a diskette drive being not ready as described below.
- ☐ Check to make sure that a diskette is actually inserted in the drive.
 - ☐ The diskette drive door may be open. Close the door and reissue the command.

200: Invalid file ID on local or server device

- What happened:** A file ID did not agree with the ID that the operating system expected to find, indicating a damaged file, or that you tried to access a non-GRiD-OS disk.

What to do: Try the last operation again; if the error persists and you were trying to access a local device, the media may be damaged; copy all information to another device. If you were trying to access a GRiD-OS device, you may have accidentally inserted an MS-DOS disk in the drive, or selected the wrong diskette device from the Device list; ensure that you have the correct diskette in the drive and that you select the correct drive. If the error occurs when you are trying to access a server device, contact your system administrator.

201: File data out of sequence

What happened: The sequence number of a sector on the disk or diskette is different from what InteGRiD expected.

What to do: Try the last operation again; if the error persists, your disk may be damaged. Copy all information to another disk.

205: File not open

What happened: A program tried to read from or write to a file that had not been prepared for reading or writing.

What to do: (1) Try the last operations again; (2) restart your system; or (3) if you are writing a program, make sure the file is opened before issuing a Read or Write instruction.

221: Bad connection

What happened: An invalid connection was used when making a system call. A connection is a number the system gives to identify a file while it is attached.

What to do: (1) Try the last operation again; (2) restart your system; or (3) if you are writing a program, check the use of your connection variable carefully.

222: File already open

What happened: An open command was sent to a file that is already open.

What to do: (1) Try the last operation again; (2) restart your system; or (3) if you are writing a program, don't issue the second open command.

225: Bad parameter

What happened: A command has received an incorrect parameter.

What to do: (1) Try the last operation again; (2) restart your system; or (3) if you are writing a program, check your parameters carefully.

227: Device not active

What happened: This message occurs when attempting to send to or receive data from a device whose driver is not available.

What to do: Check the following:

- ☐ If you are trying to print a document or plot a graph, make sure that (1) "Programs" contains the GManager application; (2) "Programs" contains a file with Kind set to Prn or Plt that supports the printer or plotter attached to your computer; and (3) the setting of the Current Printer or Current Plotter item in the GRiDManager Options form matches the printer or plotter currently attached to your computer.
- ☐ If you are trying to use a modem or the serial port of a GRiDCase, make sure that (1) "Programs" contains the GManager application; (2) "Programs" contains a file with Kind set to Mdm that supports the modem attached to your computer or a file with Kind set to Ser that is appropriate for your computer; and (3) the setting of the Current Modem or Current Serial item in the GRiDManager Options form is correct for your computer.
- ☐ If the Current Printer, Current Plotter, Current Modem, or Current Serial item is already set correctly, move it to any other choice and confirm; then move it back to the correct setting and confirm. Try the operation that failed again.

230: Device already activated

What happened: This message occurs when a device such as a modem, hard disk, or a printer has already been activated.

What to do: Assuming you want the device activated, no action is necessary. If you want to deactivate the device, use the Update Device choices command from GRiDManager

for hard disk, floppy disk, and other permanent storage devices; set the Current Printer and Current Plotter items to None in the GRiDManager Options form for printers and plotters.

231: Device not responding

What happened: You tried to communicate with a device or medium that has not been activated. For example, the printer will not print if it hasn't been activated.

What to do: Take one of the following actions:

- ☐ If communicating with a disk, diskette, or other storage device or medium, issue the Update Device choices command from GRiDManager.
- ☐ If you are trying to print a document or plot a graph, make sure that (1) "Programs" contains the GManager application; (2) "Programs" contains a file with Kind set to Prn or Plt that supports the printer or plotter attached to your computer; and (3) the setting of the Current Printer or Current Plotter item in the GRiDManager Options form matches the printer or plotter currently attached to your computer.
- ☐ If the Current Printer or Current Plotter item is already set correctly, move it to any other choice and confirm; then move it back to the correct setting and confirm. Try printing the document again.

Reissue the command. If the message occurs again, see the information about the device in the owner's guide provided with your computer and, if available, the manual provided with the device.

232: Invalid directory format

What happened: The internal format of the directory has been violated.

What to do: Try the last operation again; if the error persists, your disk may be damaged. Copy all information to another disk.

233: Invalid bit map format

What happened: The internal format of a storage device's bit map has been violated.

What to do: Try the last operation again; if the error persists, your disk may be damaged. Copy all information to a new disk.

234: Subject does not exist

What happened: The subject you named does not reside on the device you specified.

What to do: Check to see if the subject exists on the currently activated device. Did you correctly type the subject? Does it exist at all?

235: Wrong diskette in drive

What happened: The data diskette required by an application was not inserted in the drive when requested by the system, or you inserted a GRiD-OS format diskette when the system expected an MS-DOS diskette.

What to do: Insert the correct diskette and restart the operation that was in progress when the error occurred. If you are using the GBridge utility, be sure to select the correct device from the Device list.

236: Diskette in wrong drive

What happened: A diskette required by an application or by the system was inserted in the wrong drive when requested by the system. The system expects that the diskette will always be inserted in the same drive where it was first encountered.

What to do: Insert the diskette in the correct drive and restart the operation that was in progress when the error occurred.

237: Volume not available

What happened: The system has previously prompted you to insert a diskette with a specified volume name and you have responded by pressing Esc.

What to do: Insert the diskette with the correct volume name and restart the operation that was in progress when the error occurred.

238: Too many files open

What happened: The system could not open a file because there are already too many files open.

What to do: Increase the value of the FILES command in the CONFIG.SYS file before starting InteGRiD. We recommend that you set FILES equal to 20, the maximum allowed.

251: Process does not exist

What happened: The token number given by a program to the system to call a process does not have a corresponding process.

What to do: (1) Try the last operation again; (2) restart your system; or (3) if you're writing a program, check the number you gave, correct it if necessary, and try again.

252: Semaphore does not exist

What happened: The token number you gave the system to call a semaphore does not have a corresponding semaphore.

What to do: Follow the recovery procedures recommended for error message 251.

253: Request timed out—try again

What happened: (1) The time limit for which InteGRiD waits for a disk, printer, or plotter to respond to a print command was exceeded or (2) the time limit for which InteGRiD waits to perform some other system task was exceeded.

What to do: (1) If the error occurred while trying to access a disk drive, printing a document, or plotting a graph, make sure the device cable is plugged directly into the computer and try again, or (2) if you are coding a program, lengthen the duration of the time out or fix the problem that is causing the long wait.

300: Application damaged—get new copy

301: Application damaged—get new copy

302: Application damaged—get new copy

303: Application damaged—get new copy

304: Application damaged—get new copy

What happened: Loader errors indicate that the application you tried to load has been altered and damaged so that it may no longer be loaded into the computer. You can neither edit it nor run it.

What to do: Duplicate a copy of the application from a backup diskette.

400: Modem did not answer

What happened: The modem has a maximum time it can wait while a connection is attempted. In this case, the receiving unit did not respond to the handshake attempt within the specified amount of time.

What to do: Increase the amount of time in the Wait for Answer item in the Sign-On or Access form.

401: Modem timed out

What happened: The modem couldn't do what you wanted it to do in the time period you gave it. Sometimes, the signal from the computer can't get beyond your own PBX.

What to do: Any of the following items could cause a timed out message.

- ☐ The telephone cord was not plugged into the computer's LINE jack or into the modular wall jack.
- ☐ The receiving computer is busy or fails to answer. You can check this by changing the Speaker Volume item in the Sign-On or Access form.
- ☐ The receiving computer fails to generate a carrier signal after it answers.
- ☐ Your computer and the receiving computer are communicating at different data transmission rates. Make sure the Baud Rate item in the Sign-On or Access form is set correctly.

- ☐ Your modem starts dialing before the dial tone sounds. Add additional carats (^) or periods before the first number specified in the Phone Number item of the Sign-On or Access form.
- ☐ Your computer hung up before a connection could be made. Make sure that the value in the Wait for Answer item in the Sign-On or Access form is high enough.
- ☐ The call takes an inordinate amount of time to be completed. This can happen with long distance (especially international) calls. Intersperse additional carats (^) or periods in the telephone number specified in the Phone Number item of the Sign-On or Access form to extend wait periods.

402: Modem lost carrier

What happened: Something has caused the carrier to cease to exist. (The carrier is a constant tone necessary for the transmission of data.)

What to do: These factors could cause loss of carrier.

- ☐ Someone has picked up an extension phone and spoken into it. See that the extension is free and dial again.
- ☐ The phone line has been disconnected either from the LINE jack of the computer or from a wall jack. Check both connections.
- ☐ A call waiting signal to your phone interfered with the modem carrier. Switch to a phone without call waiting, or have incoming calls automatically forwarded.
- ☐ The receiving computer disconnected or shut off its modem.

406: Invalid phone number—reenter number

What happened: The phone number you entered contained an invalid character. The valid characters in phone numbers are the numerals 0 through 9, space, both parentheses, the carat (^), and the period.

What to do: Check the phone number and reenter.

407: Modem device not present

- What happened:** The modem could not be activated by the system software or an application program that requires the modem.
- What to do:** Check to make sure that a file with a Kind of Mdm is present under the "Programs" subject on one of your system devices and the Current Modem item in the GRiDManager Options form is set correctly.

450: GPIB bus error—check devices and cables

- What happened:** An incomplete handshake has occurred and set the error bit in the GPIB controller chip. This usually happens when the specified device or medium either isn't connected or ready.
- What to do:** Take one of the following actions:
- ☐ Make sure the device specified is connected and turned on.
 - ☐ If communicating with a disk, diskette, or other storage device or medium, issue the Update Device choices command from GRiDManager.
 - ☐ If you are trying to print a document or plot a graph, make sure that (1) "Programs" contains the GManager application; (2) "Programs" contains a file with Kind set to Prn or Plt that supports the printer or plotter attached to your computer; and (3) the setting of the Current Printer or Current Plotter item in the GRiDManager Options form matches the printer or plotter currently attached to your computer.
 - ☐ If the Current Printer or Current Plotter item is already set correctly, move it to any other choice and confirm; then move it back to the correct setting and confirm. Try printing the document again.
- Reissue the command. If the message occurs again, see the owner's guide or other documentation that came with your computer, and, if available, the manual provided with the device.

451: GPIB timeout error—check devices and cables

- What happened:** A connection wasn't made within the specified waiting time.
- What to do:** Try the recovery procedures recommended for error message 452.

452: GPIB not responding—check devices and cables

- What happened:** The device you sent data to was not in an online condition.
- What to do:** Check for the following conditions and correct them, if necessary, and then try sending the data again:
- ☐ The device is turned on and a light or other indicator shows it to be "on-line" and ready to print.
 - ☐ The cable connecting your computer and the device is securely fastened at both ends.
 - ☐ If the device is a printer, check that it hasn't run out of paper.
 - ☐ Try the recovery procedures listed under error message 227.

701: Server not responding

- What happened:** GRiD Server did not respond to your access request.
- What to do:** Check your cables and try again. If you are using a phone connection, you may have been disconnected or have a bad line; reconnect and try again. Ensure that you are using the correct phone number. If this error persists, the GRiD Server may be unavailable or inoperable; contact your system administrator.

702: Phone line was dropped due to no activity

- What happened:** GRiD Server observed no activity from your computer for an extended period of time and simply dropped the data link since it was not being used.
- What to do:** Sign on again to reestablish the data link.

704: Data link send failure—too many retries

What happened: GRiD Server did not respond to data packets your computer sent.

What to do: Check your cables and try the last operation again. You may have a bad phone connection; disconnect and try again. If this error persists, the GRiD Server may be unavailable or inoperable; contact your system administrator.

706: Data link disconnected by server

What happened: GRiD Server disconnected your computer because too many errors occurred in the data link.

What to do: Reconnect to the GRiD Server. If this error persists, contact your system administrator.

709: Physical connection was lost

What happened: The telephone line or other physical connection between your computer or modem and the carrier was unplugged or otherwise broken.

What to do: Check that the external connection is secure, then sign on again.

801: User is not signed on

What happened: You are using an application that requires you to be signed on to a remote server device using GRiDLink or Phonelink but you have not yet signed on.

What to do: Use GRiDManager to sign on to the appropriate server.

802: User is already signed on

What happened: You are already signed on to a remote server device using GRiDLink or Phonelink.

What to do: Sign off the current server device and then try signing on to the new device.

803: Inter-process message too long

What happened: A message being passed between processes exceeded the maximum allowable length.

What to do: Shorten the offending message and retry.

804: Too many inter-process connections

What happened: A program has exceeded the maximum number of inter-process connections allowed by the system.

What to do: Reduce the number of interprocess connections.

806: Resource not found on server

What happened: The device or software subject you selected does not exist.

What to do: Correct the selection and try again.

810: Sign-on request cancelled

What happened: You pressed Esc during the GRiD Server sign-on process.

What to do: If you didn't mean to cancel the sign-on process, try again.

813: Sign-off incomplete—sign off again later

What happened: You cannot sign off because an application in another window has an active connection with GRiD Server.

What to do: Cycle through your windows to find the application that is communicating with GRiD Server and either stop its communication with GRiD Server or Quit the application. Then you can sign off.

902: Too many files attached on server

What happened: You have exceeded the maximum number of files that can be attached on GRiD Server.

What to do: Detach the excess files.

905: Invalid authority for file access

What happened: A user attempted a transaction for which he or she is not authorized, for example, attempting to erase a file from a subject that only administrators can change. This error can also result from attempting to access any subject except "Programs" on the device ServerSubjects or if your current printer (specified via GRiDManager Options) is not defined on GRiD Server.

What to do: Check that the transaction you are attempting is permitted and verify that you are accessing the file you intended; then retry.

951: File on server in use—cannot sign off

What happened: You cannot sign off GRiD Server because an application in another window has a file open on the GRiD Server.

What to do: Cycle through your windows to find the application that has the GRiD Server file open; either close the file or Quit the application. Then you can sign off.

1003: Sign-on password invalid—reenter

What happened: The password you supplied in the Sign-on form for GRiD Server was not the one required for access to the company, group, and user specified in the form.

What to do: Check that you have correctly entered the password and retry.

1004: Internal user authorization error

What happened: An internal error was detected by GRiD Server.

What to do: Contact your GRiD dealer or representative. If you have purchased telephone support with your software, contact the GRiD Resource Center.

1005: User is unknown to the server

What happened: A user that was not recognized by GRiD Server attempted to use it.

What to do: Check that you have correctly filled in the Sign-On form with the correct user identification. If that is correct, contact your local system administrator to be properly authorized for access.

1008: User access is locked

What happened: A user not recognized by GRiD Server attempted to access its resources.

What to do: Contact your local system administrator to be properly authorized for access.

1025: User has exceeded allocated file space

What happened: You have exceeded your allocated file space on GRiD Server.

What to do: Delete unneeded files or contact your local system administrator to increase your storage allocation.

1032: User Authorization file must be updated

What happened: You are using an out-of-date version of GRiD Server system software.

What to do: Obtain the appropriate version of software from your GRiD representative.

10000: File too large for GRiDWrite

What happened: You tried either to access a text file larger than 64k characters, or the size of your current text file increased to over 64K characters.

What to do: (1) If accessing a file, you must recreate that file into two or more smaller units. (2) If working with a file, you must save it and continue working in a new text file.

NOTE: The file size limitations have virtually been eliminated with the most recent versions of GRiDWrite.

10001: Paragraph number not in file

What happened: In GRiDWrite, the paragraph number specified in the Jump form was larger than the total number of paragraphs in the document or was not a valid number.

What to do: Check the paragraph number and use a smaller value.

10100: Invalid range

- What happened:** In GRiDWrite, the range specified in the Format Options form was not valid.
- What to do:** Check the range you specified. Ranges consist of ordered pairs where the first number must be less than or equal to the last number. Thus 4-3 is not a valid range whereas 3-4 is valid. Also, characters other than numbers, dashes, spaces, or commas will invalidate a range.

10200: Keyword not found in file

- What happened:** In GRiDReformat, either the starting or ending keyword was not found in the source file.
- What to do:** If the starting keyword was not found, then no data was formatted. If the ending keyword was not found, then all data up to the end of the file was formatted successfully.

10201: File shorter than specified in options

- What happened:** In GRiDReformat, either the number of label rows or data rows specified more lines than were actually in the file.
- What to do:** All data up to the end of file was formatted successfully. Therefore, no action is necessary.

10601: Query condition is invalid

- What happened:** In GRiDFile, there is some syntax problem in the condition on the Find form.
- What to do:** Ensure that the following conditions are correct:
- ☐ The column reference letter and the operator are in the correct format.
 - ☐ All mathematical expressions are valid.
 - ☐ Character literals are enclosed in double quotation marks.

10603: Entries must be unique

- What happened:** In GRiDFile, you tried to enter the same value twice in an indexed column that requires unique entries for each cell in that column.
- What to do:** Either enter a different value in the column or set the Column Index item in the Properties form to Non-Unique Entries.

10604: Value must be numeric

- What happened:** In GRiDFile, you tried to type alphabetic or symbol characters in a column that accepts only numbers.
- What to do:** Type a number instead. Or change the column's Legal Values setting (press Code-P and set Legal Values to Characters).

10605: File kind must be database

- What happened:** In GRiDFile, you attempted to exchange your current database for a file of some other Kind or you attempted to use GRiDFile with a file of a Kind other than "Dbs".
- What to do:** Exchange the database for another file with Kind set to Dbs.

10606: Legal value mismatch

- What happened:** In GRiDFile, the legal value of the condition on the Find form is not the same as that defined for the column where the condition is supposed to exist.
- What to do:** (1) If the condition contains alphanumeric characters, make sure they are enclosed in double quotation marks; (2) Enter a condition that is legal for the column to be searched; or (3) change the legal value of the column (press Code-P and reset the item Legal Values) to either Characters and Numbers.

10607: Formula is invalid

- What happened:** In GRiDFile, you specified a definition or formula that has syntax errors.
- What to do:** Look carefully at the formula or definition. Make sure all mathematical expressions, characters, and built-in functions are valid.

10608: A referenced column does not exist

- What happened: In GRiDFile, you specified a nonexistent column.
- What to do: If the condition contains alphanumeric characters, make sure they are enclosed in double quotation marks.

10609: Formula and default may not both be set

- What happened: In GRiDFile, you specified the default value in the Properties form and then attempted to also specify a formula.
- What to do: Check to determine which value you really want.

10610: Non-unique appended row was removed

- What happened: From an application other than GRiDFile, you appended rows to your database that contained non-unique entries for a column that requires unique entries. GRiDFile therefore eliminated the non-unique rows.
- What to do: No action is required but be aware that some of the appended data is lost.

11300: Illegal value—try different baud rate

- What happened: In GRiDManager, while filling out the PhoneLink information portion of the Sign-On form, you specified a baud rate that is incompatible with the modem being used.
- What to do: Return to the Sign-on form and select a correct baud rate.

32768: Divide by zero

- What happened: You've tried to divide by zero and the system won't allow it.
- What to do: Change the formula and/or the input that caused the problem.

32769: Integer overflow

What happened: This message appears when an integer occurs that is greater than 32768.

What to do: Find the offending integer and shorten it.

32774: Bounds check violation

What happened: When you exceed the range you've set for a Pascal variable, this message results.

What to do: Enlarge the range you set for the variable or reduce the value causing the problem.

32775: 8087 detected error

What happened: A floating point error has occurred on the 8087 processor.

What to do: Depending on your purpose, either consult the appropriate Intel™ manual or restart the system.